

***N.H. DEPARTMENT OF SAFETY,
DIVISION OF FIRE SAFETY &
EMERGENCY MANAGEMENT,
BUREAU OF EMERGENCY
MANAGEMENT***

33 Hazen Drive
Concord, New Hampshire 03305
603/271-2231 * 1-800-852-3792
603/225-7341 FAX
800/735-2964 NH TDD Access

Personal Security Planning and Information Handbook

Table of Contents

Introduction	2
The Terrorist Threat: What It Means To You	3
Workplace Violence: Are You At Risk?	4
Preparing For and Responding To An Emergency	6

SECTION 1

BOMBS AND BOMB THREATS	8
Description and Planning	8
Bombs	8
Bomb Threats	9
Responding to Bomb Threats	9
Telephone Bomb Threats	9
Mail Bombs	10

SECTION 2

BUILDING AND OFFICE SECURITY	12
Office Security Assessment	12
General Security Tips	13
Emergency Secure Room	14
Emergency Contact File	14

SECTION 3

HOME AND FAMILY SECURITY	15
Preparing Yourself & Your Family	15
Teaching Children	16
Home and Life Safety	16
Private Residence	16
Apartment/Condo Complexes	18
Going Out of Town	18

SECTION 4

TRAVEL SECURITY	19
Staying in Hotels	19
Vehicle Travel	20
Daily Vehicle Precautions	20
Emergency Procedures	21
Airline Travel	22

Appendix A: Entry Security Checklist	25
---	-----------

Appendix B: Bomb Threat Phone Report	26
---	-----------

Quick Checklist For Individual Protective Measures	28
---	-----------

Additional References and Training Opportunities	32
---	-----------

INTRODUCTION

*NH Department of Safety, Division of Fire Safety &
Emergency Management, Bureau of Emergency Management*

Personal Security Planning & Information Handbook






The threat of terrorism has been a fact of life in the United States since the early 1990s. That threat reached a new peak on September 11, 2001, when members of the al Qaeda terrorist organization destroyed the World Trade Center in New York City and heavily damaged the Pentagon in Washington, D.C., using hijacked commercial jetliners as weapons. More than three thousand people in the buildings and aboard the aircraft died in those attacks, including 10 New Hampshire residents.

New Hampshire is not at any special risk for a terrorist attack, but no part of the country is immune from terrorism. State and private facilities anywhere, as well as employees, can be targets for terrorism, kidnapping, bombings, forcible occupation and sabotage. While it may be difficult to think about the possibility of becoming the victim of a terrorist incident, it is important for you, your family, co-workers or employees to take reasonable precautions to lessen the danger.

The New Hampshire Department of Safety's Bureau of Emergency Management (BEM) is pleased to bring to you this personal security planning and information handbook. The enclosed guidelines will help you analyze your workplace, home and travel security profile and suggest ways to reduce your potential for becoming a victim of terrorism. Review the recommendations contained here and apply the ones that fit your circumstances.

We have all come to realize the benefits of health, life and other forms of insurance, and treat these precautions as a matter of necessity. All state and private sector employees should treat the measures recommended in this handbook as a kind of insurance and incorporate them in daily routines.

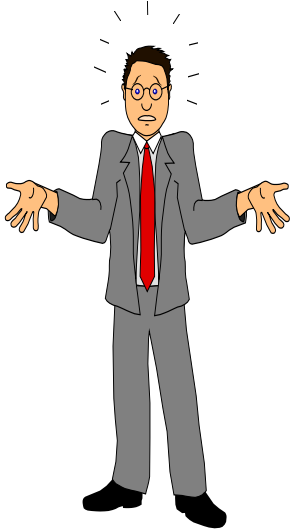
T E R R O R I S M

-  Bomb Threats
 -  Building Security
 -  Family Security
 -  Travel Security
 -  Checklists/Tips
-

The Terrorist Threat: What It Means to You

Over the past decade and a half, the United States has had to address the threat of terrorism. Previously terrorism seemed to be something that only happened in other countries. The September 11, 2001, attack proved that is not true. This country is not immune from terrorist attacks because of its size or geographic location.

Do not assume that because you are not a high-ranking or prominent official that you are immune from a terrorist attack. Some victims of previous attacks were chosen at random, or because other more attractive potential targets were too well protected. The very fact that you are a public official or an employee of an American organization can make you a target for terrorists.



What is Terrorism? It is the use of force or violence against persons or property in violation of the criminal laws of the United States for purposes of intimidation, coercion or ransom. Terrorism includes the use of threats as well as actual violence. Terrorists may try to create a climate of fear among the public, try to show people that their government is powerless to stop them or to get publicity for their causes.

The Federal Bureau of Investigation categorizes terrorism in the United States as one of two types: domestic or international.

Domestic terrorism involves violence by political or religious extremists based in the United States. The bombing of the federal building in Oklahoma City in 1995 was the largest single act of domestic terrorism in this country.

International terrorism involves violence by groups or individuals controlled and directed from overseas. It may be sponsored by foreign governments or sub-national organizations. International terrorists may strike at targets within the United States or at American citizens, institutions or interests overseas.

International terrorists carried out 199 attacks worldwide during 2002. That represents a significant drop from the 355 attacks recorded the previous year. The number of anti-U.S. attacks was also down for the year, from 219 in 2001 to 77 in 2002. Still, 725 people died in terrorist attacks around the world in 2002, including 30 Americans. The threat of terrorism will continue for the foreseeable future.

A Provisional Irish Republican Army terrorist was quoted in 1984 regarding the failed bomb attack on then Prime Minister Margaret Thatcher:

“Today we were unlucky, but remember, we only have to be lucky once, you will have to be lucky always”.

Workplace Violence: Are you at Risk?

The U.S. Department of Labor reports more than one thousand violent deaths in the workplace each year. This is about three incidents per day, making workplace homicide the fastest growing form of murder in the country. Studies show that



workplace homicide is the second most frequent cause of death for working men. For women who work, homicide is the leading cause of death, most often at the hands of a spouse or partner. Experts say violence often begins at home in the family and crosses into the workplace.

The typical workplace violence offender is a white male, 30 to 40 years old, who is usually single and keeps to himself, has a fascination with firearms or other weapons and may have a higher than average likelihood of substance abuse.

Recent studies have shown that health care workers are at the highest risk to become victims of workplace violence, and that emergency responders are at an increased risk. Both fields involve high levels of stress and pressure on a consistent basis.

Each year 18,000 workers are victims of non-fatal workplace assaults that result in millions of lost workdays and \$4.2 billion dollars per year in lost wages, compensation, health care costs and litigation to employers. Workplace violence increases significantly during times of organizational restructuring, particularly during layoffs. Statistics show that one in six workplace attacks are perpetrated with a lethal weapon. For that reason, many workplaces are developing “zero tolerance” policies toward workplace violence.

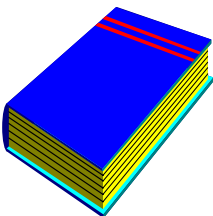
Trends have already shown that one of the fastest rising categories of violence is young female against young female. Some fear that the problem may explode when violent young people enter the workforce. Supervisors need to address workplace problems directly and firmly, before they lead to violence.

Despite these grim developments, companies are finding that violence in the workplace can be reduced. They are developing emergency management plans, which emphasize early identification of problem employees and situations, and they are training managers to defuse these dangers. They are also providing personal counseling and psychological assessments for employees under stress, and clearly conveying to employees their expectations for workplace behavior.

Many workplace programs that handle grievances, prevent harassment and enhance employee security have produced lower levels of violence and harassment. Employees have reported higher job satisfaction, less “burn-out” and less stress-related illness.

Most employers have not established such programs, probably because workplace violence was not a major issue until recently. All employers should develop emergency plans, and should be alert for any of the following signs of danger:

- Major impending or ongoing change.
- Employees expressing fear or anger.
- Contact with an angry or frustrated public.
- Managers out of touch with workers.



- Increased grievance activity.
- High levels of injury, stress or absences.
- Actual or implied threats.
- Harassment - - sexual or otherwise.

Threat of Violence: Six Mistakes Managers Make

1. Failure to adopt and publicize a zero tolerance policy.
2. Failure to train supervisors and managers in implementation of policy.
3. Failure to make use of available psychiatric or psychological services to assess the threat of violence.
4. Ignoring vague or indirect threats.
5. Pressing charges in court before conducting their own inquiry, speaking to employees.
6. Assigning responsibility to one particular function (e.g. legal, human resources, security).



Some components of an Emergency Management Plan include: training for managers in early identification of problem situations; support from management for reporting of early signs of trouble; well thought-out, proactive common-sense policies to handle downsizing, layoffs, and terminations; and clear rules and policies for behavior with respect to harassment, threat or violence and violent or disruptive behavior.

Preparing For And Responding To An Emergency:

Emergency Management Teams must be trained to identify and respond to threats or incidents that disrupt the normal function and safety of any workplace. Careful planning and appropriate action and training will prevent events that result in injury or death from any workplace hazard including violence. Unlike many workplace accidents, workplace violence will usually be preceded by identifiable warning signs. The Emergency Management Team should be able to recognize these warning signs early enough to be able to defuse the situation before it escalates to violence.

Responding to violence in the workplace with policies, procedures and action plans after an event has occurred is clearly too late. An Emergency Management Team should be organized before an incident occurs.

An Emergency Management Plan is a powerful tool that reinforces a group's "interconnectedness" with each other and its sense of identification, commitment



and loyalty to an organization. It allows individuals to address their fears and realigns the structure of connectiveness with their colleagues and associates. Because of this, effective planning has proven to be as much of a benefit for companies as it has for employers.

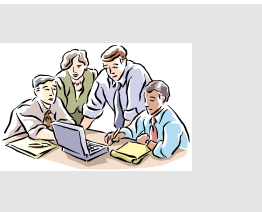
The development of a workplace Emergency Management Team is an important step in providing support and response in specific workplace emergencies, dealing with inappropriate client or staff behavior, verbal altercations, medical emergencies or disaster related situations. The team approach to any situation provides an element of safety, staff professionalism and litigation protection by basically having another person on scene as a witness. Team members should be trained in first aid, crisis management, critical incident response and the incident command system. Emergency Management Teams members should also know when to back off and wait for assistance from professional first responders. They should not attempt to intervene with:

- Someone who is armed or is thought to have a weapon.
- A serious assault situation where the combatants are still engaged in fighting, or possibly will continue to engage in combat.
- A situation in the workplace or in the field where a client or staff member is threatening to commit suicide, and they are believed or known to have a weapon.

In situations involving weapons Emergency Management Teams should evacuate co-workers if that can be done safely or help others to secure themselves in place if they are not able to evacuate. They should also guide first responders to the scene of the incident and provide them with as much information on the incident and its background as possible.

The Emergency Management Team concept:

- Made up of three to five people (or dependent upon size of organization).
- Team members should have diverse backgrounds.
- System in place to alert the team.
- Team members should never be armed with any type of weapon.



Response priorities include:

1. **Keep yourself safe.** You can't help others if you are injured. Just as airplane passengers are reminded to put on their own oxygen masks

before assisting others, team members need to keep themselves as safe as possible so that they are in a position to help others.

2. **Assess the situation.** Make a quick evaluation of the incident. Try to take as calm a view as possible. Look at the number of people involved, their physical size, and the type and number of weapons, how dangerous is the scene?
3. **Summon assistance.** Based on the seriousness of the incident and your workplace policies, summon appropriate assistance. This could be security, management staff, crisis response team or law enforcement. Regardless of what assistance you are summoning, you need a way to get help on the scene quickly and efficiently.
4. **Make the environment as safe as possible.** Remove any onlookers and potential weapons, if possible. Seal off the area so nobody wanders into the scene inadvertently and get people out of the building or out of the area where the incident is occurring.

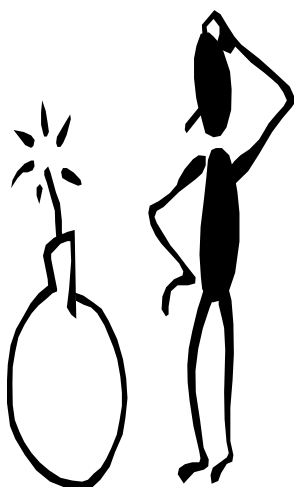
BOMBS AND BOMB THREATS

Description and Planning

Bombing and the threat of being bombed are harsh realities in today's world. The public is becoming more aware of those incidents of violence that are perpetrated by vicious elements of our society through the illegal use of explosives. Law enforcement agencies are charged with providing protection for life and property, but law enforcement alone cannot do the whole job. Every citizen must do his or her part to ensure a safe environment.

The information contained in this section of the handbook is designed to help both the public and private sectors prepare for the potential threat of explosives related violence. While the ideas contained here are applicable in most cases, they are intended only as guidelines.

If there is one point that cannot be overemphasized, it is the value of being prepared. Do not allow a bomb incident to catch you by surprise. By developing a bomb incident plan and considering possible bomb incidents in your physical security plan you can reduce the potential for personal injury and property damage.



BOMBS

Bombs can be constructed to look like almost anything and can be placed or delivered in any number of ways. The only common denominator that exists among bombs is that they are designed to explode and cause deaths and physical damage.

Most bombs are homemade and are limited in their design only by the imagination of, and resources available to, the bomber. Remember, when searching for a bomb you should suspect anything that looks unusual or out of place and let a trained bomb technician determine what is a bomb.

Bomb Threats

Bomb threats are delivered in a variety of ways, but the majority of threats made by telephone. Occasionally these calls are through a third party. Sometimes a threat is

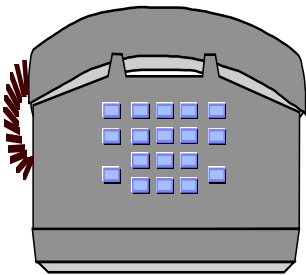
communicated in writing or by a recording. Two reasons for making a bomb threat are:

1. The caller had definite knowledge or believes that an explosive or incendiary bomb has been or will be placed and he wants to minimize personal injury or property damage. The caller may be the person who placed the device or someone who has become aware of such information.
2. The caller wants to create an atmosphere of anxiety and panic, which will, in turn, result in a disruption of the normal activities of the facility where the device is purportedly placed. Whatever the reason for the report, there will certainly be a reaction to it. Through proper planning the wide variety of potentially uncontrollable reactions can be greatly reduced.

RESPONDING TO BOMB THREATS

Telephone Bomb Threats

Instruct all personnel, especially those at the main switchboards, what to do if a bomb threat call is received. It is always desirable that more than one person listens in on the call. Telephone operators need to have a means of signaling that a bomb threat has been received.



A calm response to the bomb threat caller could result in obtaining additional information. This is especially true if the caller wishes to avoid injuries or deaths. If told that the building is occupied or cannot be evacuated in time, the bomber may be willing to give more specific information on the bomb's location, components or method of initiation.

The bomb threat caller is the best source of information about the bomb. When a bomb threat is called in it is important to follow these instructions:

1. Keep the caller on the line as long as possible by asking him to repeat the message over again. Write down every word spoken by the caller (**Use the Bomb Threat Telephone Call Form in Appendix B**).
2. If the caller does not indicate the location of the bomb or the time of possible detonation, ask him for this information.
3. Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to innocent people.
4. Pay particular attention to background noises, such as motors running, music playing and any other noise, which may give a clue as to the location of the caller (**Use Caller Identification Checklist in Appendix B**).

5. Listen closely to the voice (male/female), voice quality (calm/excited), accents and speech impediments. Immediately after the caller hangs up, report the threat to the person designated by management to receive such information.
6. Report the information immediately to the police and fire departments and any other appropriate agencies. The sequence of notification should be established in the bomb incident plan for your facility.
7. Remain available; law enforcement officials will want to interview you.

Mail Bombs

When a written threat is received, save all materials, including any envelope or container. Once the message is recognized as a bomb threat, further unnecessary handling should be avoided. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper and postal marks as they will prove essential in tracing the threat and identifying the writer.

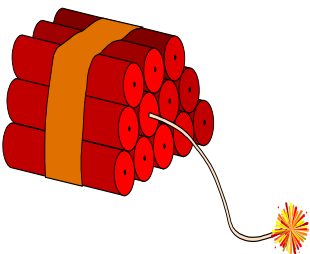


While written messages are usually associated with generalized threats and extortion attempts, a written warning of a specific device may occasionally be received. It should never be ignored.

A mail bomb can be enclosed in either a parcel or an envelope; its outward appearance is limited only by the imagination of the sender. Past parcel bombs have exhibited some unique characteristics, which provide identifying characteristics for a suspect mail bomb. To apply these factors, it is important to know the type of mail normally received by your organization.

The following should be available to all mail-handling personnel:

- **Restricted endorsements.** Mail bombs may bear restricted endorsement such as “personal” or “private”. This factor is important when the addressee does not normally receive personal mail at the office.
- **Inaccurate address.** The addressee’s name or title may be inaccurate.
- **Distorted writing.** Mail bombs may reflect distorted handwriting or the name and address may be prepared with homemade labels or cut-and-paste lettering.
- **Unusual indicators.** Mail bombs may have protruding wires, or aluminum foil, or visible oil stains, or they may emit a peculiar odor.
- **Excessive postage.** Mail bombs may have an excessive amount of postage affixed.
- **Feel rigid.** Letter-type bombs may feel rigid or appear uneven or lopsided.
- **Unprofessionally wrapped.** Parcel bombs may be unprofessionally wrapped with several combinations of tape used to secure the package.



- **Unusual endorsements.** Parcel bombs may be endorsed “Fragile-Handle With Care” or “Rush-Do Not Delay”.
- **Irregular shape.** Parcel bombs may be an irregular shape or have soft spots or bulges.
- **Noise.** Parcel bombs may make a buzzing or ticking noise or a sloshing sound.
- **Pressure or resistance** may be noted when removing contents from an envelope or parcel.

If a suspicious item of mail is identified and mail personnel are unable to verify the contents with the addressee or sender they must:

- Isolate the suspect mail and evacuate the immediate area.
- If possible, open windows in the immediate area to help vent potential explosive gases.
- Ignore the possibility of embarrassment if the item turns out to be innocent and contact the nearest law enforcement organization for professional assistance.

NEVER!!!

- Open the article.
- Put it in water or a confined space like a desk drawer, filing cabinet or closet.

BUILDING AND OFFICE SECURITY

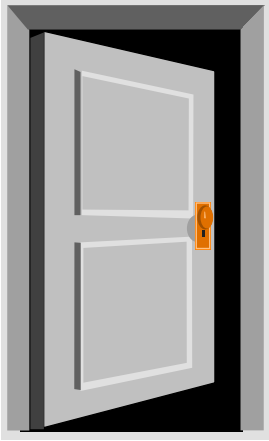


A complete assessment of your security needs is the first step towards an effective security program. Most crimes are directed toward individuals or offices that have little or no security planning in place. Take a close look at your present security measures and possible weak points. This is your time to think like a criminal or terrorist: How would I...? Ask yourself the following questions:

1. What is your target potential? _____
2. What is the prevailing attitude towards on premise security?
Poor _____ Good _____ Excellent _____
3. Who is responsible for the overall security program?
Name _____ Number _____
4. How are security policies enforced?
Security Manager _____ Office Manager _____ Private _____
5. When was the current emergency preparedness plan developed (fire, power failure, and disaster)? Date _____
6. What resources are available locally and how rapid are the response times for Police, Fire and EMS? _____
7. What kind of physical security systems and controls are presently used?

8. Do the available security resources, policies and procedures meet the potential threat? Yes _____ No _____

Once you have completed your assessment, follow up with your local or state law enforcement, fire, and emergency management agency to act on the findings. Your insurance carrier may also be able to help. These organizations will be able to assist you in helping to establish policies and procedures.

**General Security Suggestions:**

- Install card key access systems at main entrances and on other appropriate doors.
- Issue access control badges, with recent photographs, to all employees and authorized contractors.
- Upgrade perimeter control system with intercoms and closed circuit-monitoring devices.
- Keep master and extra keys locked in a manager or security office.
- Have a back up communications system such as two-way radio or cell phones.
- Arrange office space so unescorted visitors can be easily noticed. Ensure staff follow strict access control procedures, do not allow exceptions.
- Keep important papers locked in secure cabinets.
- Locate executive offices near the inner core of the building to afford maximum protection and avoid surveillance from the outside.
- Keep offices neat and orderly which to help to identify objects that don't belong.
- Keep publicly accessible rest room doors locked and set up a key control system. If there is a combination lock, only office personnel should open the door for visitors. The combination should never be given out.
- Keep closets, service openings, telephone and electrical closets locked at all times. Protect crucial communications equipment and utility area with an alarm system.
- Open packages and large envelopes only if the source or sender is positively identified.
- Do not work late on a routine basis.

Emergency Secure Room

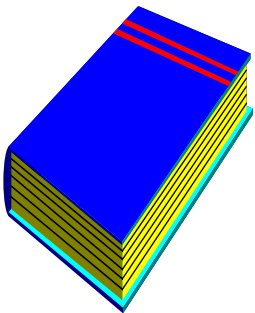
You may wish to consider maintaining one or more “secure rooms” on your work premises. This area can serve as a retreat in case of intrusion or other danger. The room should be equipped with:

- Steel doors, hardened walls and protected ventilation system.
- First aid equipment.
- Telephone and backup communications equipment.
- Fire extinguisher.
- Emergency tool kit.
- Extra food and blankets.
- Flashlight and batteries.

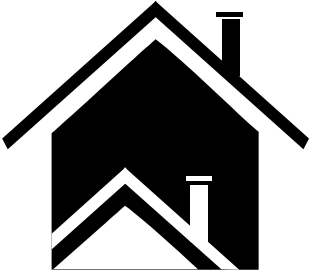
Emergency Contact File

Your office should maintain an emergency contact file for immediate access to key personnel. The information contained in this file is confidential and should only be used in case of an emergency. Elements of this file can include:

- Home address and telephone numbers.
- Family members names, ages and descriptions (pictures if available).
- School schedules with addresses and telephone numbers.
- Close relatives in the area including names, addresses and telephone numbers.
- Medical history with physician’s names, addresses and telephone numbers.
- Any code words or passwords, which might be used.



HOME AND FAMILY SECURITY



This area is a difficult one to address specifically. Changing conditions and unique differences in housing, family makeup, neighborhood demographics and lifestyle all influence the home security profile. You should review the following recommendations and implement the ones that apply to you and your family. Your goals should be to make your home a difficult target for intruders, and to instill security consciousness in each family member.

Preparing Yourself and Your Family

- Never discuss home security and family emergency plans outside your home.
- Make an effort to meet your neighbors and involve them in your security planning, if necessary.
- If forced entry is attempted, lock the door and phone for help.
- Gather important information for each family member (names, telephone numbers, ages, description, school, employer, social activities, etc). Lock this information in a secure cabinet at home.
- Be alert for possible surveillance activities, someone may be watching your actions and daily schedule before targeting your house.
- Vary your daily routine so that you do not follow the same pattern very day.
- Always answer the telephone with a simple “hello” and establish the identity of the caller before giving out information such as your name and address and who is home. Children should also be instructed in this procedure.



Concepts to Teach Your Children

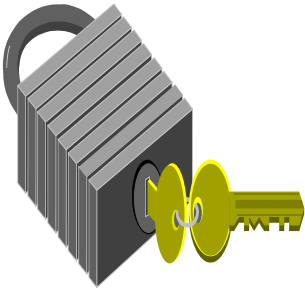
- Report suspicious persons or incidents, including as much detail as possible.
- Never travel alone, always try to walk with a group of others.
- Refuse rides from strangers.
- Play in designated areas, not isolated or unsafe areas.
- Let parents know where they are going and when they will be back.
- Avoid strangers; don't let children approach strangers even if it is to help find a lost pet.
- Learn how to call for help.
- When approached by a stranger yell and run to the nearest person or home.
- Teach children to use the telephone including emergency telephone numbers. Even young children should know their parents' names and their home address and phone number.

If your child is picked up at school, make sure the school has an established procedure for confirming the arrangement with your home or office. Children should be reminded not to change their after school plans without parental permission.

Home and Life Safety

Begin your home security planning with an in-depth survey of your property. Take into consideration the building itself and the habits and lifestyles of each family member. Look for possible trouble spots. Let each member contribute to the survey and suggest ideas to minimize the risks identified. Everyone can develop a sense for observing surroundings, spotting potential problems, and pointing out danger in everyday situations. The survey can point out the physical and human weaknesses that may put the family in danger. Put yourself in the place of an intruder and look for weak spots. The following checklist may help in performing the survey and developing your security guidelines **(See Appendix A for additional information).**

Private Residence



- Install metal sheathed or solid core entrance doors and install peepholes or intercoms.
- Hang exterior doors on heavy metal hinges with non-removable pins.
- Secure sliding glass doors with a bar and pin the frames so they cannot be lifted off the track.
- DO NOT leave keys under doormats, flowerbeds or in a hiding place near the door. Never put ID tags on key chains.
- Have an alarm system (burglar, fire, panic) installed by a responsible company that provides 24-hour service and had demonstrated professional security expertise. Check the company out with local police.
- Test the alarm system regularly. If the alarm rings at a remote office make sure the company responds in a satisfactory manner.
- Provide clear lines of sight from all windows and doors by cutting back the shrubbery.
- Erect a fence with a locking gate.
- Illuminate outside areas, especially driveways. Place lighting in an inaccessible location such as under the eaves. Eliminate shadows but do not cause glare to persons approaching or leaving the home.
- Configure your interior lighting so that the loss of one lamp will not leave an area totally dark. Also, put different lamps on a timer or a photoelectric switch to provide light when no one is home.
- Be sure all windows are properly installed with storm windows, locks or alarms.
- Change your alarm codes as recommended by the alarm company.
- Locate water, gas and electrical distribution boxes inside your house and label fuse or circuit breakers.
- Consider establishing a safe room for your home like the one previously described for the workplace. This can also be used as a shelter during natural disasters.



Apartment/Condo Complex

- Access to the building should be controlled by key or electronic code and security procedures should be followed.
- Public areas, such as the lobby, laundry area and parking lot should be well lit after dark.
- Fire exits and exterior doors should be clearly marked and equipped with an alarm to preclude unauthorized entry.
- Balcony areas should not be easily accessible from the exterior of the building?
- Door should contain a 180-degree peephole and auxiliary dead bolt lock.
- Garage doors and entry gates should be kept locked at all times - not propped open.

Going Out of Town

If you are planning to be away from your residence or business for an extended period of time, there are some things that you should do to reduce your risk of a break-in:

- Arrange to stop mail and newspaper delivery or ask a friend to pick them up.
- Use timers to turn lights and appliances on and off. These timers should be staggered so that lights go on and off in a normal fashion.
- Leave a set of alarm codes, keys and any other pertinent information with a trusted neighbor or friend. Inform the local police to contact them if there is any problem. (Remember to change the codes upon your return)
- Arrange for lawn care or snow removal on a routine basis while away.
- Upon return, if there is evidence of a break-in, call the police and DO NOT enter; await the arrival of the law enforcement.

TRAVEL SECURITY



Most of the security resources you can depend on at the office or at home are nonexistent when you travel. Your greatest security asset is yourself. Take precautions, vary your routines, keep a low profile, and be alert to suspicious people and circumstances.

Staying in Hotels

- Keep your room card or key on your person at all times when out of your room. When in your room place the key in the same location every time so you know where it is.
- If you have the option, arrange to stay in a room between the second and ninth floors.
- Stay away from windows and pull drapes.
- Do not give out your room number to anyone you don't know.
- Keep your room and personal items neat and orderly so you'll recognize if something is out of place when you return.
- Check the locations of the emergency exits and fire extinguishers near your room.
- Do not admit strangers into your room, if you must call room service, confirm when they will be arriving.
- Know the number and location of hotel security.
- Retrieve all credit card slips and other paperwork containing account numbers or other financial data.
- When leaving your room, always leave a light on and turn on the TV or radio to give the appearance that the room is occupied.

Vehicle Travel

Passenger vehicle travel has many inherent security risks. Vehicles are easily recognized by year, make and model. A terrorist or criminal knows how to gain entry to vehicles and is probably familiar with the operation of security devices. Cars can be followed discreetly, with a very low risk of detection; you may not know you were targeted until it's too late. Vehicles are often parked in public areas with no control or protection, affording easy access to terrorists, stalkers, carjackers or intruders. Groups that assault vehicles rely heavily on the element of surprise. They aim to catch the victims off guard and scare them into acting irrationally. The threat of a car jacking attack is greatest when entering or exiting the vehicle or when stopped in traffic. If you are in a situation such as a car jacking, give the vehicle to the perpetrator. Your car can be replaced - you cannot!

Daily Vehicle Precautions

- Every occupant should use a seat belt.
- Never overload the vehicle.
- Keep the vehicle in good mechanical condition.
- Keep the gas tank at least half full.
- Install a vehicle alarm, a hidden kill switch or steering wheel club.
- Keep your ignition key separate from all other keys and never leave the trunk key or other keys with valet attendants.
- Do not hide a spare key under the floor mat or under the hood.
- Always park in areas that are locked, attended and well lit.
- Inspect the outside, underneath and inside of your vehicle carefully for strange objects or tampering before getting inside.
- Do not leave windows down, sunroofs open or doors unlocked.
- Always have your door key in your hand and ready to insert into the vehicle before approaching.
- If your car breaks down put on emergency flashers and remain inside with your doors locked. If someone stops to help ask them to call for assistance for you.
- Never pick up hitchhikers.
- Always drive with your windows up and your doors locked.



- Know your route and locations of secure places along the way, such as police, fire or service stations.
- Carry a cell phone. Communicate frequently with family or friends while on a trip.

Vehicle Emergency Procedures

- Review mental preparations of what you would do if attacked.
- Be alert to possible surveillance. If you suspect you are being followed go to the nearest secure public place and call the police.
- Avoid driving in the far right-hand lane when possible to prevent being forced over.
- Be aware of minor incidents that could block traffic along your route. If you see a suspicious roadblock or detour take an alternate route.
- Inform others of your travel plans so they can expect you at a certain time.
- If involved in an accident or an unusual situation, do not panic. Remain calm and await the proper authorities, if you feel unsafe and you are able to operate your vehicle, drive to the nearest safe location and call the police. If you are not able to operate your vehicle, stay inside, put on the flashers and wait for police.

Airline Travel

Increased security at airports is a fact of life and an integral part of airline travel. Airline passengers are potential targets for terrorists and security checks of people and baggage are necessary to ensure the safety of travelers.

With the technological advances in weapons and explosives, terrorists do not have to smuggle weapons onboard an aircraft. Plastic explosives such as semtex can be molded into anything by a terrorist and can pass through airport x-ray machines. Twelve ounces of semtex inside a portable radio, was used to destroy Pan Am Flight 103 over Lockerbie, Scotland.

Following are precautions to take both before starting a trip and when at the airport:



- Only give details of your travel plans to family or others who need to know.
- Keep your itinerary and travel documents secure.
- Provide a copy of your itinerary to your family and your office and stay in contact with them.
- When traveling abroad, carry your civilian passport and an official one if it applies to you. Keep your official one in your carry-on luggage.
- Memorize the passport number, date and place of issue. If necessary, write this information down and place it somewhere other than a wallet or suitcase, since these items may be taken from you. This information may assist in identifying you after an incident.
- Know whom to contact if you should lose any documents, credit cards or passport.
- Do not fill out any emergency contact information in a passport. This information is not required legally and should be kept elsewhere.
- Do not put medicines or anything else necessary to your health in your luggage. Keep it with you.
- Never leave your luggage unattended and never carry anything for someone you do not know.
- If you belong to an organization that might make you a target for hijackers, such as the military or law enforcement, keep your identification in your checked luggage.
- Wear comfortable clothing when traveling. Try to avoid clothing that draws attention.
- Do not hang around an airport unnecessarily. Check with your airline for departure time of your flight and what time they recommend for arriving at the airport.

- Proceed immediately into the secure area of the airport. This will offer the best waiting location at an airport due to security screening. While in this area, stay away from unattended luggage or packages. Always be cognizant of your surroundings and pay attention to what's going on around you.
- If you see an unattended bag or object, immediately notify the authorities.

If you are ever caught in a hijacking situation, do the following:

- As in any aircraft emergency, follow instructions from the flight crew and give assistance as appropriate.
- Do not look the terrorists in the eye; they may interpret eye contact as resistance.
- Do not be belligerent in anything you say or do. For example: a large man standing up unexpectedly may be threatening.
- Do not try to intimidate the terrorist.
- Remain as inconspicuous as possible. Do not ask questions of the hijackers. If they speak to you remain neutral; don't try to patronize them by pretending to be on their side and do not say anything against them or their cause.
- Avoid conversations and whispering with others so you don't attract the attention of hijackers. Don't confide in other passengers however friendly they may seem.
- Some hijackers will rob passengers of their valuables. Do not try to hide anything and turn over anything they want.
- Always ask for permission when getting up, changing your seat or going to the restroom. If they refuse permission, it may be because they do not understand you. Sit down and ask again later. It's a good practice to use the restroom at the airport just prior to boarding; most hijackings take place shortly after takeoff.
- Minimize your intake of coffee, tea, soda, etc. This will cut down on excessive use of the restroom. If they offer you alcohol, accept, but avoid drinking it. You want 100 percent of your wits, even though you are attempting to be passive.



- It is important for you to think clearly. Your most frightening enemy can be time; think days instead of hours. Remind yourself that you and your fellow passengers are not alone; the entire world will be watching the event unfold.
- If a rescue comes it is going to be rapid, five to eight seconds in most cases. The moment you sense that a rescue is in progress get down between the rows of seats and stay there. Keep your feet out of the aisle and do not move unless told to do so by the rescue team.

APPENDIX A

ENTRY SECURITY CHECKLIST

Locks and Locking Devices, Doors, Frames, Hinges and Windows

An office or home is only as secure as its weakest point of entry. All doors and windows should be checked to see how easily they could be penetrated. Doors and accessible windows should be fitted with locks and other security devices. Remember that the first line of defense in any security system is generally the lock or locking devices. The following is an entry security checklist:

- View locking hardware as a long-term investment. Match locks to sturdy, compatible doors, frames and hinges so all three components form a strong unit.



- Entrance door locks should have at least a one-inch deadbolt, a recessed cylinder (to discourage forcible removal) and a cylinder guard.
- Install metal sheathed or solid core entrance doors and install peepholes or intercoms, to identify visitors before opening the door.
- Secure sliding glass doors with a bar, pin the frames so they cannot be lifted off the track.
- Incorporate all doors and vulnerable windows into an alarm system. Include large picture windows, sliding glass doors, and any windows within arm's length from the ground.
- Make sure all entrance door hinges are heavy duty and are made more secure with non-removable pins.
- Before using a double cylinder lock, which requires keys on both sides, consider the possible safety hazards.
- Consider filling hollow metal doorframes with cement behind the strike plate to prevent forcing.
- Restrict keys, both home and office, to those who actually need them. If a key is lost or unaccounted for, replace the lock. Keep keys in a locked drawer untagged.

APPENDIX B

BOMB THREAT PHONE REPORT

Try to notify other staff members of the call without alerting the caller. Get someone else to listen in on the call with you. Have someone else start to evacuate the building.

1. Date: _____ Time: _____
2. Write down the exact words of the caller (as best as you can recall):



3. Remain calm, firm, and keep the caller talking by asking these questions:

- a. Where is the bomb? _____
- b. What does it look like? _____
- c. When will it explode? _____
- d. What will cause it to explode? _____
- e. How do you deactivate it? _____
- f. What kind of bomb is it? _____
- g. Did you place the bomb? Why? _____
- h. Where are you located? _____
- i. What is your name? _____
- j. Whom do you represent? _____

Inform the caller that the building is occupied and detonation could cause injury or death to innocent people.

CALLER IDENTIFICATION CHECKLIST

Caller's Identity: _____

Sex: _____ Male _____ Female _____ Adult _____ Juvenile

Approximate Age: _____ Years

Origin of Call: _____ Local _____ Long Distance _____ Internal

Caller's Voice: (Check as many that apply)

_____ Loud	_____ Soft	_____ Fast	_____ Slow
_____ Deep	_____ Squeaky	_____ Distant	_____ Distorted
_____ Sincere	_____ Raspy	_____ Stressed	_____ Stutter
_____ Nasal	_____ Drunken	_____ Slurred	_____ Lisp
_____ Crying	_____ Disguised	_____ Broken	_____ Calm

- no return or unfamiliar return address
- incorrect spelling
- items marked “personal” or “confidential”
- protruding wires or strings
- unusually light or heavy packages
- Isolate suspect letters or packages
- Do not immerse a suspect package in water
- Clear the area immediately
- Notify police by calling 911



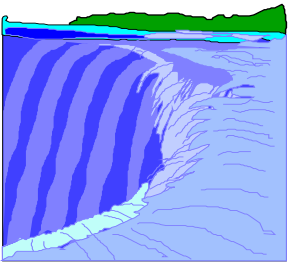
OFFICE

- Question and assist strangers
- Secure important information
- Know your security manager and how to contact
- Screen all mail and packages before opening
- Provide latex gloves and masks to mailroom personnel
- Have a bomb threat checklist at the main switchboard and each desk
- Know where the emergency exits are in your building
- Keep your work area clean

- Never give personal information regarding other employees
- Follow security procedures
- Shred sensitive documents before discarding

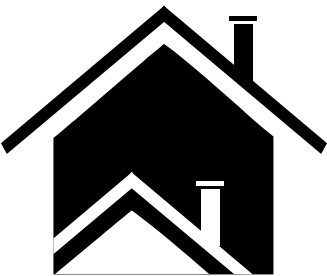
PUBLIC PLACES

- Watch your children
- Never give personal information to strangers
- Don't allow people to crowd you when using an ATM
- Be aware of your surroundings
- Avoid large crowds
- Have correct change in the event you must make a call
- Don't touch suspicious packages or objects
- Don't establish a pattern, vary your routines
- Stay in well lighted areas



HOME

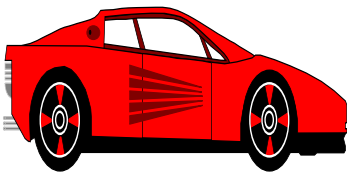
- Never admit strangers without proper identification
- Install outdoor lights with motion detectors
- Upgrade doors, windows and locks
- Add a home security system
- Keep trees and shrubs trimmed for a clear line of sight
- Notify authorities if you feel someone is watching your home
- Install peepholes in doors
- Have a local police officer check out your property



HOTELS

- Protect your room number from strangers
- Select a room between the second and ninth floor
- Stay away from windows and pull drapes
- Know how to call for help
- Secure valuables in the hotel safe
- Check the peephole prior to opening your door
- Keep your room key with you at all times
- When leaving your room:
 - leave a light and the TV or radio on
 - shut the bathroom door (leave the light on)
 - place the “do not disturb” sign on the outside doorknob
- Answer the telephone “hello”; never give name or room number

TRAVELING BY VEHICLE



- Always lock your vehicle
- Check your vehicle for tampering
- Check your rear seat prior to entering your car
- Park in well lit areas
- If you break down or have an accident, stay with your car, put on flashers and wait for police to arrive
- Keep your vehicle in good running condition and always keep the gas tank at least half full
- Locate safe areas along your route (police, fire, gas stations, stores)

- Don't establish travel patterns, vary your routes
- Drive with your windows up and your doors locked
- Have your keys ready when you approach your car
- Place your pocketbook/valuables on the floor

TRAVELING BY AIR



- Pack your own bags
- Never accept/check bags or articles from strangers
- Remain inconspicuous in dress and behavior
- Place identification inside all your luggage
- Immediately proceed through the security checkpoints
- Notify authorities if you see an unattended bag or object



ADDITIONAL REFERENCES

- National Institute for Occupational Safety and Health
(<http://www.cdc.gov/niosh/homepage.html>)

TRAINING OPPORTUNITIES

- Comprehensive Emergency Management Planning for Schools – 16 hours
- Emergency Response to a Criminal/Terrorist Incident – 8 hours
- Responding to the Terrorist Threat Seminar Series:
- Executive Briefing – 2 hours



- An Introduction – 4 hours
- Emergency Response to Terrorism: Basic Concepts – 16 hours
- Managing the Incident – 8 hours (pre-requisite is required: 16 hour Basic Concepts Course)
- On-line Training:
 - National Fire Academy – Emergency Response to Terrorism: Self Study: www.usfa.fema.gov/nfa/tr_ertss1.htm.
 - Texas A&M: Terrorism Awareness for Emergency First Responders: www.teex.com/campus.

These training courses are available through the N.H. Bureau of Emergency Management and the N.H. Division of Fire Standards & Training. Call 271-2231 or 271-2661 to schedule a class for your community or business.

This publication will be made available in alternative formats upon request. Contact the N.H. Bureau of Emergency Management ADA Coordinator at 603/271-2231, 1-800-852-3792 or TDD Access Relay NH 1-800-735-2964 with your request.

Handbook updated: November 2003